

### REMARKS

This application has been reviewed in light of the Advisory Action dated May 13, 2004. Claims 1-23 are pending in the application. Claims 1,2,5 and 6 are presently amended. New claims 17-23 are added.

In the Advisory Action, the Examiner indicated that U.S. Patent No. 6,304,892 to Bhoj et al. (hereinafter "Bhoj") "teaches a service management system, based on the contract of SLA such as authentication, access control, network load, time delay... to compute service metrics and provide the level (class) of service to clients (col. 9 lines 19; col. 10, lines 1-19)." Applicants respectfully submit that the referenced section of Bhoj simply defines "service models" which, as opposed to "classes of services," are similar to SLA's and include customer dependent data that describe the guarantees (threshold and bounds on the attribute). Applicants submit that the Examiner is erroneously equating "level" as in "service level agreement" with "class" as defined and claimed in the present application which should be considered at a higher level of abstraction than "service level" and/or should be considered as hierarchal organization of service levels.

Contrary to the Examiner's characterizations, "classes" as claimed are clearly different than "service levels" and are not taught or suggested by Bhoj or any other reference that merely describes various service levels and types of service level agreements. Classes as defined and claimed in the present invention provide particular advantages that are not provided by standard service levels. For example, the specification recites: "Another advantage of the invention is that different classes of users, classes of transactions or URLs, or hosted sites are defined, allowing reports to be prepared on a per-class basis rather than on simply a customer or job basis. Furthermore, a back-end server can be dynamically reconfigured to serve as a virtual host of another class and yet have its log file entries collected and processed properly for each listed class during the proper time." (page 6, lines 20-25).

Applicant respectfully submits that the present claim amendments and new claims added herein more clearly define the present invention and further distinguish Bhoj.

**CONCLUSION**

In view of the foregoing remarks, it is respectfully submitted that claims 1-23 presently pending in the application are believed to be in condition for allowance and patentably distinguish over the art of record. Allowance of the pending claims is earnestly solicited. If the Examiner should have any questions concerning this communication or feels that an interview would be helpful, the Examiner is requested to call the Applicants' undersigned attorney.

Please charge any deficiency as well as any other fees that may become due at any time during the pendency of this application, or credit any over payment of such fees to deposit account no. 50-0369. Also, in the event that any extensions of time for responding are required for the pending application, please treat this paper as a petition to extend the time as required and charge deposit account no. 50-0369 therefore.

Respectfully submitted,



Brian L. Michaelis, Esq.  
Reg. No. 34,221  
Customer No. 21710  
Attorney for Applicants

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**BROWN RUDNICK BERLACK ISRAELS LLP**

Box IP, 18th Floor  
One Financial Center  
Boston, MA 02111  
Tel: 1-617-856-8369  
Fax: 1-617 856-8201

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